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Manl-ID: MAOPP2 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 2

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## SECTION 1. SUPERVISION - AVAILABILITY - RESIDENT AGENCIES

### 1-1 SAC AND ASAC SUPERVISORY RESPONSIBILITY

#### 1-1.1 Supervision of Personnel

(1) SACs and Assistant Directors in Charge (ADICs) have exclusive jurisdiction over employees in their offices except those on special assignment from FBIHQ.

(2) Assigned to most offices is an ASAC. His/Her duties and authority are, in the absence of the SAC, the duties of the SAC. This authority also applies to SACs in offices with ADICs.

(3) All references in this manual to SACs and ADICs apply with equal effect to the acting SAC or ADIC during the SAC's or ADIC's absence.

(4) Agents may be authorized by FBIHQ, upon the justified request of the SAC or ADIC, to act in administrative capacities. When so authorized, they are known as:

(a) Field Supervisor - full time

(b) Night Supervisor - to serve full time at night and is responsible to the SAC or ADIC for the functioning of the office at night. Agents approved as night supervisors are approved initially for a period of six months and upon request and recommendation of the SAC or ADIC can be approved as night supervisor for no more than two six-month periods in order that supervisor not be removed from investigative assignments for an extended period of time.

(c) Relief Supervisor - to serve only in the absence of full-time supervisory personnel. Relief supervisors may be utilized for night, weekend, and holiday duty. (See MAOP, Part I, 3-2.1.)

(d) Deleted

(e) Deleted

(See Part I, Section 3, of this manual for qualifications for various supervisory positions.)

(5) ASACs and field supervisors may be authorized by FBIHQ to act in place of the SAC in certain phases of work. In offices with an ADIC, an SAC or Associate SAC may be authorized by FBIHQ to act in place of the ADIC.

(a) When an SAC or ADIC retires, transfers or otherwise permanently vacates his/her position, written notification of the employee selected to serve in an acting capacity for the SAC or ADIC is to be provided by the field office to the Assistant Director (AD), Personnel Division (PD), FBIHQ (Attention: Administrator, Executive Development and Selection Program (EDSP)) for approval. The AD's approval will be granted on a UACB basis.

(b) An employee selected to serve in an acting capacity, typically an Associate SAC, Assistant SAC (ASAC), or an SAC in an office having an ADIC, should be named prior to the departure of the SAC or ADIC when possible.

(c) An employee serving in an acting capacity remains assigned to his/her permanent position and will not be temporarily promoted since acting assignments typically last for 180 days or less. If an

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acting assignment is expected to exceed 180 days at the outset, the Administrator, EDSP, PD, should be advised of the particular circumstances to determine appropriate procedures to follow and if a temporary promotion may be considered.

(d) In the unlikely event that an ADIC, SAC, Associate SAC, and/or ASAC are scheduled to vacate their positions at the same time, thereby creating a void in the upper echelon management of a field office, the Administrator, EDSP, PD, should be contacted for assistance. The EDSP will take appropriate steps to help the office ensure that the chain of command is maintained and that any necessary selection procedures are followed until permanent replacements are selected and have reported to the office.

(6) Assignments are to be made so that responsibility for the performance of a function or duty is fixed. Documentation is to be made in the office personnel file showing the date on which each field supervisor assumes responsibility for a particular desk. When changes are made in the supervisory responsibilities of desks, such as transfers of classifications from one desk to another, documentation is to be made in the office personnel file showing the dates such changes become effective.

(7) The Administrative Officer or Support Services Supervisor is responsible for the support functions of the office and is to report to the SAC or ADIC failure of other employees to comply with regulations concerning handling of files and correspondence.

### **1-1.2 SAC Inspection Responsibility**

(1) The SAC will take an inventory of the contents of the office safe and check its security on a monthly basis.

(2) The SAC will make unannounced checks of premises and productivity of employees outside of the regular workday. SAC will check the field office plants, radio station if located outside the office, security of automobiles at contract garages, and security of resident agencies. These checks are to be recorded.

(3) For SAC inspection responsibility regarding resident agencies see Part II, Section 1-3.10 of this manual.

### **1-1.3 SAC Personal Contacts**

(1) The following individuals should be contacted by the SAC after SAC's arrival in an office:

- (a) Federal judges
- (b) U.S. Attorneys
- (c) State judges
- (d) Governors
- (e) State and county prosecutors
- (f) Executive secretary of state chamber of commerce

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(g) In the principal cities: mayors; chiefs of police; officials of newspapers; managers or owners of appropriate radio and television stations; heads of civic clubs; heads of Federal intelligence agencies; Government, business and labor leaders; top representatives of airlines, railroads, telephone companies, Western Union, better business bureaus and banks.

(2) To ensure that the most effective and efficient use of the FBI's and the Department's limited investigative and prosecutive resources, SACs shall meet regularly with their respective U.S. Attorney(s). Frequent meetings and discussions between SACs and U.S. Attorneys are critical to ensure an effective relationship. There is no requirement that each contact with a U.S. Attorney be documented, but SACs should use judgment to record important discussions and understandings which good management practice indicates should be documented. The quality of the relationship and the frequency of SACs' contact with their respective U.S. Attorney(s) will be reviewed during each inspection of an office.

**1-1.4 Supervision of Cases (See MAOP, Part 1, 21-7 (6); Part 2, 1-3.13.3, 8-1.2.3.)**

(1) The office of origin (OO) is responsible for proper supervision of cases not only in its own territory, but also of investigations being conducted in a lead office (LO). An Agent to whom a case is assigned in the OO as well as an LO is personally responsible for ensuring all logical investigation is initiated without undue delay; this includes setting forth leads for other offices or other Agents in his/her office. The OO case Agent has overall responsibility for supervision of an investigation. When an LO has a delayed or delinquent investigation, it is the responsibility of the OO case Agent to notify them by routing slip, electronic communication, or teletype depending on the importance of the situation.

(2) SUPERVISORY FILE REVIEWS must be conducted by full-time supervisors or primary relief supervisors, with approval of the SAC in exceptional circumstances, such reviews not being in succession, with their subordinates, including Resident Agents, at least once every 120 days or more frequently if deemed appropriate by SAC. (File reviews for probationary Agents must be conducted at 60-day intervals. See Part 2, Section 8-1.2.3, of this manual.) A file review must be a person-to-person conference where each investigative matter is discussed and instructions given to the Agent which are noted on FD-271. File review sheets (FD-271) must be executed in duplicate, with the Agent being permitted to retain a copy for 150 days, and the originals retained by the supervisor in each Agent's administrative folder until the next inspection. However, if an Agent has only applicant cases assigned and is in compliance with Bureau deadlines and regulations, the person-to-person conference may be waived. If it is, supervisor will make suitable comments on FD-271 concerning Agent's caseload, performance, compliance with Bureau deadlines and regulations, and record the fact that no conference was held. File reviews should be conducted in private and relief supervisor may be used to handle work of the desk while supervisor is conducting file reviews. If the full-time supervisor is absent for an extended period due to illness or annual leave, the SAC may authorize a relief supervisor to handle file review. The results of file reviews must be considered when preparing mid-year progress reviews, annual appraisals, and developmental worksheets.

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(3) A Performance Summary Assessment (PSA), during which an Agent is provided with an enhanced level of feedback regarding his/her performance, is to be conducted during person-to-person file review conferences held pursuant to the requirements of this section (see above).

(a) PSAs are intended to facilitate communication between supervisory officials and Agent personnel regarding individual performance. The feedback provided should include an assessment of the Agent's performance in light of the critical elements and performance standards of his/her performance plan, although adjective rating levels are not specifically required. During each PSA, the Agent must be advised of his/her strengths and/or weaknesses in each critical element, with specific references to the assignments and casework discussed during the file review conference.

(b) Although they may be conducted at more frequent intervals, a PSA must be conducted at least every 120 calendar days for each Agent subject to the file review process. If file reviews are conducted at more frequent intervals, a PSA would be advisable but not necessarily required during each file review session as long as the 120-day requirement is met. Based on the Probationary Agent Program's (see MAOP, Part 2, Section 8-1.2.3) emphasis on training, development and supervisory continuity, probationary Agents are to receive PSAs at 60-day intervals to coincide with the file review requirements for Agents in a probationary status.

(c) An FD-865 - PSA must be completed at the conclusion of each file review session for which a PSA was conducted. The form must be signed and dated by the supervising official, and a copy placed in the employee's performance folder maintained by the rating official for performance appraisal purposes. The original FD- 865 must be submitted to executive management within each office, who will be responsible for ensuring that PSAs are conducted, and that an FD-865 is completed for each.

(d) The copies of the completed forms which are maintained in an employee's performance folder must be maintained and then destroyed in conjunction with all other performance-related documentation in compliance with the requirements delineated at MAOP, Part 1, Section 5-4. This provision does not apply to the original FD-865, which is maintained for inspection or other purposes not related to the performance appraisal process.

(e) PSAs are not governed by the FBI's Performance Appraisal System, and do not nullify the requirements pertaining to the conduct of progress review sessions or the issuance of performance appraisal reports (PARs). However, supervisors are encouraged to schedule a PSA to coincide with the conduct of a progress review session or the issuance of a PAR, thereby minimizing, to the extent possible, any duplication of effort.

(f) For additional information or more specific guidance pertaining to PSAs, supervisors should contact the Performance, Recognition and Awards Unit, Administrative Services Division, FBIHQ.

### **1-1.5 Information to be Submitted to FBIHQ**

(1) In view of the restrictive provisions of the Privacy Act of 1974, Title 5, USC, Section 552a, good judgment and common sense must be exercised at all times in determining what information concerning individuals is to be transmitted to FBIHQ. For details of such restrictions, you are referred to MIOG, Part I, Section 190-5 and 190-5.1, which requires such information collected and

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maintained to be relevant, necessary and within the scope of an authorized law enforcement activity and a purpose of this Bureau authorized to be accomplished by statute or executive order.

(2) Within the limitations imposed by this law, consideration should be given to furnishing FBIHQ only information which logically will impact on numerous other field offices and on FBI operations at the national or international level.

(3) Care should be taken to ensure all information furnished to FBIHQ is information which is lawfully collected. If the information concerns an individual citizen, it is not enough that such data might be of interest to FBIHQ; its collection and maintenance must be pursuant to Federal law.

(4) If an SAC receives an inquiry from a Cabinet officer or U.S. Senator or Congressman/Congresswoman concerning an official matter, it should be brought to FBIHQ attention immediately.

### **1-1.5.1 Official Channels**

(1) All "administrative" matters, such as accounts, requests for transfers, increases in salary, and reclassification of employees, shall be presented to immediate supervisors.

(2) Any employee, if he/she considers that the circumstances require, may present his/her case in writing to the Director or may present it orally to an appropriate Bureau official.

(3) Official communications are sent to an employee through the field office to which assigned and stationed.

(4) Communications and official matters in which the Department of Justice is interested are to be directed to FBIHQ.

(5) Office memoranda (memoranda addressed to all employees or group of employees)

(a) Office memoranda which are purely administrative in nature may be prepared and distributed without FBIHQ approval. Examples are memoranda scheduling firearms training, employee conferences, and office social events or functions; memoranda setting forth facts and developments in major pending cases; and memoranda setting forth facts and requesting or instructing contact with informants and sources.

(b) Memoranda which establish rules, regulations, procedures, or policies, such as those found in various Bureau manuals, or which set forth information and instructions of the type normally handled by FBIHQ in an SAC memorandum must be submitted to FBIHQ for approval before distribution. Submit memoranda in duplicate so that FBIHQ approval or disapproval can be stamped on one copy and the copy returned to the requesting office.

(c) Written instructions of FBIHQ, such as those found in an SAC memorandum or in a Bureau letter addressed to one or more field offices may be reproduced as the SAC deems necessary. Those written instructions marked "MAY NOT BE REPRODUCED" shall not be reproduced, or quoted or paraphrased in office memoranda, unless the communication from FBIHQ specifically authorizes same. Also, no oral instructions of FBIHQ shall be disseminated by use of office memoranda, unless the oral instructions included specific authorization for such dissemination. Reproduction of office memoranda which are prepared in accordance with item (b) above, or which

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otherwise require FBIHQ authority are to be charged out and accounted for in the same manner as any other type of communication, such as a serial in the file. Written or oral instructions issued by FBIHQ or a particular field office are not to be disseminated outside the FBI. Guidelines for the dissemination of information to other agencies may be found in Part II, Section 9 of this manual.

### **1-1.6 Conferences of Supervisory Staff**

At least two general conferences of the supervisory staff of field offices must be held weekly with the SAC, scheduled in advance. Offices having special squads must hold one weekly conference for each such squad. Separate conferences with criminal supervisors and security supervisors are left to discretion of SAC. Wherever practical, the seminar approach should be utilized.

### **1-1.7 Use of Official Names of Employees**

When the name of an employee is used in official communications, it must be identical with that appearing on the payroll records.

**1-1.8 Deleted** (See *Security Policy Manual* at [http://rmd.fbinet.fbi/ppu/manuals-desk/manuals\\_published\\_in\\_new\\_format.htm](http://rmd.fbinet.fbi/ppu/manuals-desk/manuals_published_in_new_format.htm))

### **1-1.9 Special Agent Linguists and Language-Trained Agents (See MAOP, Part I, 11-1(9) and 22-2 through 22-2.3.)**

(1) Special Agents (SAs) who receive their appointment based upon their skill in a foreign language execute Form 3-26 upon entering the FBI wherein they agree and affirm that they "...may be required to utilize such skill, abilities or expertise either intermittently or continuously throughout...(their) employment, based upon the needs of the Federal Bureau of Investigation, and at any duty station where they are required." These SAs are construed to have a career-long obligation to the Foreign Language Program.

(2) SAs and other FBI employees who acquire or enhance their foreign language skills through an FBI-sponsored language course incur an obligation to remain in the service of the FBI and to accept assignments within or to field offices based upon their language ability. The length of this obligation is set forth on the FD-375 (Training Agreement) and varies in accordance with the length and/or cost of the training. Generally, basic language trainees, such as those who study at the Defense Language Institute (DLI) or the Foreign Service Institute (FSI), incur a three-year obligation. Subsequent or recurring periods of training lengthen this obligation. (See MAOP, Part I, 22-2.1 (3).)

(3) Deleted

## **1-2 AVAILABILITY OF EMPLOYEES**

(1) Employees are subject to duty at all times. All Agents are expected to be available for general or special assignment wherever their services may be needed.

(2) All employees are to be alert to radio, television, or newspaper announcements concerning weather or other conditions which could result in closure of the government. Only those employees who have been designated in writing as "emergency employees" must report for, or remain at, work

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in emergency situations. Dismissal or closure announcements do not apply to them unless instructed otherwise. In addition, "delayed" opening or "unscheduled leave" announcements do not apply to emergency employees, as they are expected to report for work on time.

(3) ADICs and SACs must keep FBIHQ and their field offices advised of their whereabouts.

(4) When an itinerary is required, Form FD-330 may be used. This form should be destroyed after it has served its purpose.

(5) Agents on transfer traveling by personal auto must keep the ADIC/SAC of the office from which transferred advised of places where they can be reached, preferably by memo of itinerary left in advance. When a personally owned vehicle is used for extended travel on leave or transfer, itinerary information furnished should include the vehicle's description and license number.

(6) Employees on special assignment traveling by personal auto must keep FBIHQ advised of their whereabouts by an electronic communication submitted in advance. If for any reason planned itinerary is interrupted, the appropriate FBIHQ official should be advised.

(7) Employees in leave status must keep the ADIC or SAC of the division to which assigned advised of their exact whereabouts. (See item (5) above.)

(8) Investigative employees working in headquarters city and environs must call the office at approximately two-hour intervals unless they can be reached immediately by means of two-way radio or a pager or cellular phone.

(9) All employees on an assignment which requires them to be absent from the office at the beginning or end of the workday must contact the office by telephone or radio to indicate they are beginning/terminating work for the day and their time of arrival or departure for home. ADICs, SACs and division heads may alter this instruction to accommodate special circumstances, such as employees on undercover assignment where notifying the office at the beginning or end of the workday is both impractical and dangerous, or small RAs where frequently no one is at the RA to be notified. (See MAOP, Part 2, 3-3.2(5)(b).)

(10) When leaving residence on personal business prior or subsequent to working hours, Saturdays, Sundays, or holidays, Agents, other than those in supervisory positions and those on assignments of particular importance who must keep the office advised of their whereabouts at all times, are not required to advise the office of whereabouts if absence is for two hours or less. If absence is for more than two hours, Agent must advise the office of his/her whereabouts if telephone is not covered.

(11) It is left to the discretion and good judgment of an SAC as to whether it is necessary for either SAC or the ASAC to be physically present in the office during regular business hours. In the event that both the SAC and ASAC are absent from the office there should be a clear delegation of authority and responsibility made by the SAC utilizing experienced supervisory personnel. In the event it is necessary for both the SAC and ASAC to be out of headquarters city all day, FBIHQ must be appropriately advised in advance with the reason for their absence as well as the identity of the person who will be in charge of the office during their absence. When they are absent from the office, however, still physically present in headquarters city and are otherwise available through modern communications, no such notification to FBIHQ is necessary. Leave should not be

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requested by the SAC for a period during which SAC knows the ASAC must be away on routine business which has already been scheduled at the time the request is made, and likewise the ASAC should not request leave, knowing in advance that the SAC must be away during ASAC's absence.

(a) If either the SAC or the ASAC is absent on annual leave and it becomes necessary for the other to take annual leave because of an emergency, the one on leave must return immediately to the office. In such a situation, a communication must be directed to the Assistant Director, Administrative Services Division (ASD) (Attention: Administrator, Executive Development and Selection Program (EDSP)) requesting leave and including a statement that either the SAC or ASAC who is on annual leave will be back on duty by the time the other official departs. If circumstances appear to warrant an exception to this rule, the SAC must telephonically obtain the personal permission of the Assistant Director, ASD, in advance of submitting a follow-up written communication justifying this as an exception to FBIHQ; the follow-up communication must advise of the chain of command during the SAC's and ASAC's absences. A UACB communication will not suffice for the SAC and ASAC being out of the office at the same time. The SAC, irrespective of annual leave or personal commitments, must return to the field office to assume personal charge of major cases which arise in the SAC's absence. (See MAOP, Part 2, 1-2.3.)

(b) It is anticipated that this situation would only affect offices not having multiple SACs or ASACs; however, as a situation may warrant for a larger office, the same procedures would be followed. (See also the LEAVE POLICY MANUAL.)

**1-2.1 Executive Travel Notification (See Legal Attache Manual, 6-1.)**

(1) ADICs/SACs are authorized to travel within their division or to contiguous divisions through coordination with and concurrence of the neighboring ADIC/SAC.

(2) Travel outside the division by ADICs, SACs, ASACs, Legats and FBI Headquarters executives at the Section Chief level and above is to be documented in the Executive Locator System (ELS), which is accessible through the Bureau Personnel Management System (BPMS). The ELS will be managed by the Strategic Information Operations Center (SIOC), FBI Headquarters, and any problems with the system should be reported immediately. Travel and contact information is to be promptly entered into the ELS by each executive's secretary. Those offices which cannot access the ELS are to promptly forward travel plans to SIOC for data entry. Information to be entered into the system should include:

- (a) Beginning and ending dates of travel
  - (b) City and state visiting (or country if outside the United States)
  - (c) Contact information such as an address or a person's name
  - (d) Up to three contact telephone numbers
  - (e) A narrative describing the purpose of the travel. See MAOP, Part II, Section 8-5 and MIOG, Part I, Section 1-1.5(8) and Part II, 23-8.
- (3) On annual leave keep FBIHQ and office of assignment informed of whereabouts.

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## **1-2.2 Employees in Travel Status**

(1) In a field office city must:

(a) Inform ADIC or SAC of the nature of the assignment and probable duration, unless FBIHQ instructions to the contrary have been issued

(b) Notify ADIC or SAC of their itinerary upon departure

(2) At a place where no field office is located must (SAs assigned to Laboratory excepted) communicate with the ADIC or SAC by telephone or telegram advising of:

(a) Address

(b) Time of arrival

(c) Nature of case

(d) Approximate duration of stay

(e) Departure and itinerary

## **1-2.3 Travel Authority (See MAOP, Part II, 1-2.)**

If an ADIC/SAC must leave the division at a time when the ASAC will also be out of the division, the SAC must obtain the personal permission of the Assistant Director, Personnel Division. A UACB communication will not suffice. Such instances should be limited and fully justifiable. Related thereto, ADICs/SACs are reminded of the need for availability and, consequently, the need for completeness in the Executive Locator System.

### **1-2.3.1 On Transfer**

If authorized by transfer letter, Form 3-34. This letter sets out information and authority for transportation of employee transferred, immediate family, household goods, and travel by personal automobile.

### **1-2.3.2 Other Travel**

(1) Is authorized by order of the Attorney General, 271-62, dated June 1, 1962.

(2) Travel may be by common carrier or by personal automobile.

(3) Advance of funds. Travel on temporary duty and/or transfer advances are issued to assist employees in discharging their responsibilities associated with official business. Such requests are processed by the Travel Advance and Payment Unit, Accounting Section. The average processing time is approximately five calendar days from the date the advance is submitted until a payment is received.

(4) ADIC/SAC may authorize use of personal automobile for official travel:

(a) For periods of 10 days or less, within that ADIC's/SAC's field office

(b) To Washington, D.C., for in-service and return

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In such cases submit in duplicate with travel voucher letter of justification approved by ADIC/SAC or, in ADIC's/SAC's absence, by ASAC. If travel is on consecutive days and extends into new travel voucher period, reference is to be made on latter to letter of justification accompanying prior voucher.

(5) FBIHQ authority must be obtained for use of personal automobile for travel outside field office to which employee is assigned, or for any period in excess of 10 consecutive days whether it extends into new travel voucher period or not. Travel voucher must show prior FBIHQ authorization and date thereof. No letter of justification is necessary.

### **1-2.4 Office Hours**

Field offices are open 24 hours each day.

#### **1-2.4.1 Regular Business Day**

8:15 a.m. to 5:00 p.m. daily, Monday through Friday, with 45-minute lunch period.

#### **1-2.4.2 Work Schedules (See MAOP, Part 1, 8-6(3) & 20-7.)**

##### **(1) Flexible and Alternate Work Schedules (AWS)**

(a) Utilization of flexible and AWS for support and Wage Board employees (hereinafter, support employees) is at the discretion of each ADIC, SAC or division head or their designee. A more restrictive use of flexitime or AWS may be instituted at anytime. Also, flexitime or AWS may be restricted or suspended to any individual, group or the entire office depending upon a variety of factors, such as office work requirements, performance and production considerations or abuses of flexitime or AWS privileges.

(b) The OPTION to request a flexible work schedule is the sole privilege of the requesting employee. This means the request is considered voluntary and employees cannot be required to flex or participate in AWS.

(c) The AUTHORITY and RESPONSIBILITY for approving a flexible or AWS (just as in the approval of leave) is held by designated supervisory personnel. This is necessary to ensure the availability of sufficient personnel to adequately discharge the FBI's responsibilities.

(d) Flexible and AWS are available to all support employees, including supervisors. Management must ensure that necessary supervision is afforded to employees granted flexible or AWS. If an employee requesting a flexible or AWS will be unable to perform satisfactorily without the presence of a supervisor, and adequate supervision will not be available on the schedule requested, such flex or AWS request should be denied. Also, note that no employee may be REQUIRED to work flexitime or AWS.

(e) Employees on flexible or AWS should neither receive favored treatment nor be penalized as a result of participation in these programs. They should be treated in a manner which provides for equity with employees working on a standard nonflexible work schedule.

##### **(2) Flexible Schedules**

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8 hours + 45 minute lunch period

	Flexible	Band	Core	Flexible	Core	Flexible	Band
			Time	Band	Time		
			(including				
			45" lunch				
			period)				

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6	8:15	9:15	10	2	2:45	5	6
a.m.	a.m	a.m	a.m	p.m	p.m	p.m.	p.m.

8 hours + 45 minute lunch period

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acquiring acceptable back-up personnel for flexitime requests and timely request/notification to his/her designated supervisor.

(e) Flexible work schedules may be made available to those employees regularly assigned to night and weekend schedules, provided there is no increased premium pay required as a result of the flexible schedule and the availability of back-up personnel.

(f) No employee working on flexible schedules will be permitted to work a straight eight-hour shift taking the lunch period at the end of the tour of duty, which could effectively dismiss the employee as early as 2 p.m. (See diagram under (2) (a) above.) Any departure from work prior to 2:45 p.m., under a flexible work schedule must be charged to the appropriate leave category.

(g) Flexitime is not meant to replace the traditional fixed work schedule nor the odd-hour shifts. If an employee establishes a predominant pattern of work hours within a flexible schedule, it technically becomes an unauthorized odd-hour shift. For purposes of the FBI's flexible work schedules, any such predominant pattern of flexible work hours over a period of five consecutive days will be considered fixed hours and the odd-hour shift policy should then prevail. Each division may set limits on the number of approved flexible schedules per employee during a given week. (See MAOP, Part 1, 20-8.)

(3) Alternate Work Schedules (AWS) (See MAOP, Part 1, 20-7.2.)

(a) Requests to work an AWS from support employees must be submitted to designated supervisory personnel by completing form FD-968, Flexible Work Option Form. In executing this form, employees are to complete Section 1 in its entirety. Employees are reminded that no schedule is permanent and that this request will be reviewed on a periodic basis, but no less than once per year. Under the Fair Labor Standards Act (FLSA), all schedules are required to include, in addition to the number of hours worked each day, a designated lunch or dinner break (30 minutes for FBIHQ employees and 45 minutes for the field).

(b) Employees assigned to critical positions should understand that approval of an AWS request will be based, in part, on management's ability to schedule coverage on the day(s) the employee will not be scheduled to work. Back-up personnel must be readily available without major rescheduling efforts by management, undue hardship on other employees, or on other office entities assisting in providing coverage or the AWS request will be denied.

(c) Employees will not be permitted to routinely and/or regularly change an AWS to take advantage of holiday schedules. Sample schedules fulfilling the basic work requirements are as follows:

(d) Four-Day Workweeks

Monday	On-duty	10 hours
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Tuesday	On-duty	10 hours
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Wednesday	On-duty	10 hours
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Thursday	On-duty	10 hours
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Friday	Off	
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Total hours worked weekly = 40 hours

1. Full-time employees establish a tour of duty consisting of a basic work requirement of four 10-hour days, a 40-hour weekly work requirement and an 80-hour biweekly work requirement until a traditional schedule is reestablished by management or the employee.
2. The basic work requirement for part-time employees is the number of hours the employee must work each day, the number of hours the employee must work during four days in the administrative workweek, and the number of hours the employee must work in a biweekly pay period.
3. Nonovertime work is work performed during an employee's compressed work schedule and not in excess of 10 hours in a day or 40 hours in an administrative workweek.

**(e) Model of a 5-day/4-day Plan**

	Week 1	Hours	Week 2
Monday	On-duty		Off
	-----		-----
Tuesday	On-duty	Approximately	On-duty
		9 hours per day	
	-----		-----
Wednesday	On-duty		On-duty
	-----		-----
Thursday	On-duty		On-duty
	-----		-----
Friday	On-duty		On-duty
	-----		-----

Total hours worked in a biweekly period will equal 80 hours.

**(f) Overtime and Premium Pay**

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1. Overtime pay is any work performed outside an employee's officially established compressed work schedule and in excess of 40 hours in a week. Compensatory time off may be requested in lieu of overtime pay and may be used only as a substitute for irregular or occasional overtime work.

2. General Schedule employees are entitled to night differential for regularly scheduled night work performed between the hours of 6 p.m. and 6 a.m. A full-time employee who performs nonovertime work on a holiday (or day designated as the "in lieu of" holiday) is entitled to basic pay plus premium pay equal to basic pay for that holiday not to exceed his/her scheduled tour of duty. A part-time employee is entitled to holiday pay only for work performed during his/her compressed work schedule on a holiday. A part-time employee is not entitled to holiday premium pay for work performed on a day designated as an "in lieu of" holiday. A full-time employee is entitled to Sunday differential if he/she performs nonovertime work during a period of service, a part of which is performed on Sunday. A part-time employee is not entitled to Sunday differential.

(g) Absence and Leave

Time off during an employee's basic work requirement must be charged to the appropriate leave category unless the employee is authorized compensatory time off or an excused absence. A full-time employee working a compressed schedule, who takes one full workday off, will be charged the appropriate leave for the amount of hours normally scheduled to work that day (e.g., 10 hours). Leave accrual rates remain the same.

(h) Holidays

1. When a holiday occurs on a scheduled nonworkday other than Sunday, and granting the normal "in lieu of" holiday would create an "adverse agency impact," the alternate holiday can be either the employee's scheduled workday immediately prior to the legal holiday or the next scheduled workday immediately following the legal holiday. This change is at the discretion of management, not at the discretion of the employee.

For example, if the holiday falls on a Monday and the employee's regularly scheduled nonworkday is on that Monday, the employee's "in- lieu-of" holiday may be the next scheduled workday (Tuesday) if to designate the previously scheduled workday (Friday) would create an adverse impact on the office.

2. When a holiday occurs on a Sunday that is a scheduled nonworkday, the next scheduled workday will be the employee's "in lieu of" holiday.

For example, if an employee's regular days off are Sunday and Monday, and a holiday falls on that Monday, the employee's "in lieu of" holiday will be on the preceding scheduled workday, Saturday. However, if the holiday falls on Sunday, the employee's "in lieu of" holiday will be on the following scheduled workday, which is Tuesday.

3. An employee who works a 5/4-9 flexible work schedule is only entitled to an eight-hour day as a holiday. Therefore, if an "in lieu of" holiday will fall on one of his/her nine-hour days, the employee's schedule must be revised for that pay period so that the holiday is the eight-hour day.

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4. For a part-time employee, if a holiday falls on a day during his/her compressed work schedule, the employee is entitled to pay for the number of hours he/she was scheduled to work on that day. A part-time employee is not entitled to an "in lieu of" holiday if a holiday falls on a nonworkday.

#### **1-2.4.3 Dismissal**

Employees are not to be dismissed early due to weather conditions or other emergencies without prior FBIHQ authority.

#### **1-2.4.4 Legal Holidays**

January 1; Inauguration Day (Washington, D.C., area only), January 20 (every fourth year); Martin Luther King, Jr.'s Birthday, third Monday in January; Washington's Birthday, third Monday in February; Memorial Day, last Monday in May; July 4; Labor Day, first Monday in September; Columbus Day, second Monday in October; Veterans Day, November 11; Thanksgiving, fourth Thursday in November; Christmas, December 25. When a holiday falls on Sunday the Monday following will be a nonworkday. If any of these holidays mentioned falls on Saturday, the preceding Friday is a nonworkday.

#### **1-2.4.5 Hours After 5:00 p.m. and Before 8:15 a.m.**

A mature support employee must be on duty at the field office. FBIHQ authority is required to establish office duty shift for Agents during these hours; when so authorized, assignments must be rotated no less frequently than every 30 days among Agents specifically approved for such duty (night duty Agents). Submit all recommendations on UACB basis, together with full and complete justification.

#### **1-2.4.6 Nonworkdays - Regular Office Hours**

(1) ADICs and SACs have the discretion to utilize either a Special Agent or a qualified support person for duty during regular office hours (8:15 a.m. - 5:00 p.m.) on nonworkdays, including Saturdays, Sundays and holidays. If an ADIC/SAC elects to utilize support personnel in place of Agent personnel for this shift, it is the ADIC's/SAC's responsibility to ensure that these support persons are carefully selected, and are mature and responsible individuals that have sufficient training to handle the activity of the field office during the period of duty. Each ADIC/SAC will ensure that appropriate coverage is afforded as the needs of each office dictate.

(2) An Agent approved by his/her ADIC/SAC for such assignment must be on duty in the field office during regular working hours on Saturday. Assignments must be rotated among those Agents approved for such duty. FBIHQ authority is required to establish duty shifts on Sundays or holidays or to assign more than one Agent to any authorized shift. (These instructions apply to administrative duty assignments in the office and do not pertain to investigative duty assignments, such as surveillances, technical plants, etc.) Complete justification must be submitted to establish a shift or to assign more than one Agent to an approved shift and recommendations should be submitted on UACB basis.

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#### **1-2.4.7 Non-Bureau Employees**

Field offices are not open to non-Bureau employees after the regular office hours unless a Special Agent, armed, is on duty.

#### **1-2.4.8 Deleted**

#### **1-2.4.9 Daylight Saving Time**

When daylight saving time is in effect where a field office is located, the office hours should conform.

#### **1-2.4.10 Saturday Duty Shifts for Non-Agent Employees**

Non-Agent employees may be assigned Saturday duty on a rotating basis to provide for essential services and receive compensatory leave in return. Those employees who do not desire to accept compensatory leave for Saturday duty should be assigned a Tuesday through Saturday workweek for the week they have Saturday duty. When scheduling an employee for a Tuesday through Saturday workweek, the employee must be advised of his/her new shift at least one week in advance.

#### **1-2.5 Forms and Registers**

(1) Form SF-52 must be electronically submitted to FBIHQ upon arrival of an employee on transfer to a field office territory.

(2) Any employee GS-16 and above is not required to execute an FD-420. However, it is incumbent upon each executive to ensure the Bureau is aware of their location and leave status at all times.

(3) Deleted

(4) Attendance Register/TURK (FD-420a), is utilized solely by TURKing Agents and TURKing support employees. (See MAOP, Part II, 3-3(3).) The form is double sided, with the first week of the pay period on one side, and the second week on the reverse side. The form is used to collect both time and attendance and TURK data. Employees' and supervisors' signatures are required on each side to certify that all information is correct. (See (g) below.) A maximum of six classifications can be recorded on a single day. The total TURK percentages must equal 100 percent for each day. Special designators included on the FD-420a are "R" for Relief and "T" for Technical. Only approved relief supervisors may utilize the "R" designator. The "R" should be indicated in the column for all classifications supervised/reviewed while acting in the absence of the supervisor. However, relief supervisors should not utilize the "R" designator while handling their daily assigned cases. The "T" designator should be indicated in the column to record time by Technically Trained Agents while in a "technical" investigative capacity. Major case numbers should be included in the major case column to enable the capturing of man hours expended on a particular matter that has been designated as a major case. (See Legal Attache Manual, Part I, 2-4; MAOP, Part II, 3-3.1.)

(a) Employees are NOT to sign other employees "in" or "out" on the FD-420a except under circumstances when the SAC has authorized it. In any such situation, the employee actually making the entry shall record his/her initials beside it.

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(b) Night shifts or night work might detain an employee an hour or two past midnight. If the period past midnight does not exceed two hours, the employee need not sign out as of midnight and back in at the beginning of the next day. A similar situation occurs when the shift begins at midnight and conditions make it necessary for an employee to report an hour or two early. Leeway of two hours on either side of midnight may be granted, i.e., only one day should be used to record Time & Attendance and TURK data for these situations. For example, an employee who signs in at 3:45 p.m. Monday afternoon and out at 1:20 a.m. Tuesday morning should record his/her time and TURK data for Monday only. (See MAOP, Part II, 3-3.2(6).)

(c) Deleted

(d) Deleted

(e) Agent personnel, when leaving their residences on personal business prior or subsequent to working hours, including Saturdays, Sundays, or holidays, are not required to advise the office of their whereabouts if their absence is for two hours or less. If an Agent is not at his/her residence or cannot be reached by telephone, Agent must contact the office EVERY TWO HOURS and advise them of his/her whereabouts. Supervisory Agents and those on assignments of a particular importance must keep the office advised of their whereabouts at all times.

(f) Deleted

(g) FD-420a forms must be inspected by the supervisor each week, and the employees' and supervisors' signatures are required on each side to certify that all information is correct. (See (4) above.) Any apparent alteration or erasure on the FD-420a, or any other question as to the accuracy or completeness of the entries, must be resolved prior to approval for data entry and filing. (See MAOP, Part II, 3-3.2(9).)

(h) Resident Agents shall forward the FD-420a to headquarters city at the end of each pay period. (See MAOP, Part II, 1-3.7(1).)

(i) Supervisors should make frequent spot checks during regular and overtime working hours to ensure Agents are actually engaged in activity indicated on their FD-420a.

(j) On a monthly basis, supervisor should review FD-420a's of employees under his/her supervision to determine any patterns of irregularities, improper or incomplete entries, questionable alterations, failure to submit daily, poor organization of work, unnecessary travel, and any apparent inequitable overtime.

(5) Daily reports of Agents (FD-28) - The daily report is a letter-size white form printed on both sides. The file number, or, if a new case, the title and classification followed by the word "new"; names and addresses of persons interviewed; other work done; travel starting and ending times; if working with another Agent, name of Agent with whom worked and file number of case; remarks; date; place; and name of employees using it shall be entered in complete form. The time in, including reporting for duty, i.e., exact time of registration in the morning; and exact time of departure at the end of the official workday are to be shown. Show the time when specific items of work began and ended; the beginning and ending time of each interview. Neither travel nor locating time shall be included in the time recorded for the actual interview. Intervals of more than 15 minutes between interviews, used in traveling or locating next interviewee, shall be explained in

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separate entries, such entries to carry file number or identifying data on next interview, unless travel is between towns to handle leads in a number of different cases. Spaces are provided on the daily report for recording daily the employee's availability pay (AVP). These computations should be entered on the report by employee each day any such employee is on duty and are to be fully supported by time and basis entries on the report. Daily reports are not submitted by Agents under normal circumstances. The SAC may, at his/her discretion, require any Agent to submit these reports when he/she feels such supervisory tool is needed. Daily reports are submitted to the SAC of the field office where the work is performed. These forms are submitted at the close of business, to include official business performed on Saturdays, Sundays and holidays. Daily reports must be transmitted personally or by mail. (See Legal Attache Manual, Part I, 2-4.3).

### **1-2.6 Deleted**

## **1-3 RESIDENT AGENCIES AND RESIDENT AGENTS**

### **1-3.1 Definition**

A Resident Agent is one whose headquarters has been designated by FBIHQ as other than the headquarters city of the field office.

### **1-3.2 Justification**

It is essential that the case load of resident agencies be carefully analyzed prior to requesting the transfer of Agents thereto. This is necessary to ascertain if such transfers are justified and to assure that an equitable distribution of work exists between Agents stationed in headquarters city and those assigned in the various resident agencies. Therefore, any recommendations for changes affecting personnel in resident agencies, including replacements or realignment of territories, should include current information relative to the workload of pending active cases and leads, as well as other pertinent justification. All such recommendations must be submitted to FBIHQ for approval.

### **1-3.3 Qualifications for Selection**

Resident Agents must be recommended as such by the SAC and approved by FBIHQ. Form FD-407 is to be used for this purpose. In making such recommendations, the SAC must be thoroughly acquainted with the Special Agent and Agent's work before recommending Agent as a Resident Agent.

Prior to recommending a Special Agent for assignment to a resident agency, consideration must be given to all specialized training that the Agent has received, particularly language training. Justification for resident agency assignment must be reconciled with the Agent's special qualifications and it should be stated whether this assignment is compatible with the overall needs of the office. Those individuals being considered for a resident agency position must:

- (1) Be rated at least Meets Expectations
- (2) Have no serious administrative action taken within the two years preceding the recommendation

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(3) Recommendation must include statement that Agent has no physical disabilities and is not being treated for any physical disability

(4) Also see Part 1, Section 11-9 of this manual for guidelines with regard to amending the pending transfer of an Agent directly to a resident agency.

### **1-3.4 Supervision of Resident Agents**

It is the continuing responsibility of all SACs, personally and through their Senior Resident Agents (SRAs), to maintain constant vigilance in order to detect promptly any delinquencies or failings of Resident Agents and to inform FBIHQ at once of any such deficiencies, submitting appropriate recommendations. (For supervision by SRA see Part II, 1-3.12 of this manual.)

### **1-3.5 Designation of Senior Resident Agent and Alternate**

When two or more Agents are assigned to the same resident agency, the SAC will, UACB, designate one as SRA and one as Alternate SRA (ASRA). When the SRA is away from the resident agency on leave or official business, the ASRA will act in SRA's absence. If the senior and alternate both are away from the resident agency, the SAC will designate another Agent to act temporarily in their absence if more than two Agents are assigned to the resident agency.

### **1-3.6 Reporting to Headquarters City**

Resident Agents must report to field office once each 120 days, with permission to come more often if necessary. They must review files, dictate, and generally confer with the SAC or supervisor and discuss cases with SAC where necessary.

### **1-3.7 Registers in Resident Agency (See MAOP, Part 2, 1-2.5(4)(h).)**

- (1) The SRA is to forward the FD-420a to headquarters city at the end of each pay period.
- (2) FD-73, Auto Record, will be maintained for every vehicle assigned to the resident agency.
- (3) The residence address and telephone number and any changes in same must be reported to FBIHQ as they occur on the FD-310. The FD-310 is printed through BPMS - Address/Locator. (See Part 2, 2-1.2.5 of this manual for change in location and telephone number of resident agency.)

### **1-3.8 Office Space**

In resident agencies when space is assigned exclusively and not on a loan basis:

- (1) If possible, there should be painted on the door thereof and FBIHQ advised:

Federal Bureau of Investigation

Resident Agency United States

Department of Justice

Main Office \_\_\_\_\_ (Location of headquarters city)

- (2) There should appear on the bulletin board of the building and FBIHQ advised:

Federal Bureau of Investigation

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Resident Agency

Room Number

(3) Deleted

(4) Deleted

(5) Deleted

(6) Keep FBIHQ advised of addresses and telephone numbers of resident agency offices and when resident agency space is no longer used. (See MAOP, Part II, 1-3.7(3) & 2-1.2.5.)

(7) When office space exists, official mail is to be addressed to the office or official post office box and not to the residence of an Agent.

(8) A set of keys to premises and all locked facilities therein is to be maintained at field office headquarters. If a resident agency maintains a set of keys to all locked facilities in a vault or safe, then it will only be necessary for field office headquarters to maintain a set of keys to gain entrance to the resident agency space and the combination to the vault or safe which contains the keys.

(9) For additional security, file cabinets in resident agencies should be unlabeled, or labeled by number keyed to a securely maintained list.

### **1-3.9 Telephone Facilities and Listing of Telephone Numbers in Directories**

(1) Telephones in resident agencies are for the exclusive use of resident Agents and should be private lines not connected with other offices or building switchboards. Tie lines with switchboards may be maintained in addition to private lines if approved by FBIHQ.

(2) Outgoing calls must be direct dialed and charged to the resident agency. Consistent with the exigencies of the case, use the most economical means of communication.

(3) The telephone number for the resident agency should be included in the telephone directories under the U.S. Government Section, if available, and in those cases where there is no U.S. Government Section, the listing should be included in the alphabetical section of the white pages. If there is no charge for multiple listings, the telephone number may be listed in both the Government Section and the alphabetical section. If there is a charge for more than one listing, the resident agency telephone number is to be listed only in the part of the directory which normally carries other Government agencies with a single listing.

(a) All resident agency locations should be equipped with a telephone answering recorder or voice mail system. This equipment can then be activated to advise the caller to call the field office number in an emergency situation when the resident agency is unmanned. (See MIOG, Part II, 16-9.9.2 (2) & 16-9.10.)

(b) In no instance shall the residence telephone number or address of an Agent be listed as an alternate or emergency number for the resident agency.

(4) For locations where there is no field office or resident agency, no telephone directory listing is required. There is no objection to listing the field office telephone number in the alphabetical section of the directories provided there is no charge for the listing. (See MIOG, Part II, 16-9.9.2.)

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**1-3.10 Inspection of Resident Agencies**

- (1) Each resident agency must be visited and inspected at least twice a year. At least one of these two visits must be personally made by the SAC. The other may be by the ASAC(s). Additional visits to resident agencies for managerial purposes are left to the discretion of the SAC.
- (2) The inspection made by the FBIHQ inspection staff may not be counted as one of the required inspections of resident agencies.
- (3) Appropriate memorandum on inspections of resident agencies should be prepared.
- (4) Occasional visits to resident agencies during night or weekend hours to test security is being left to the discretion of the SAC.

**1-3.11 Availability of Resident Agents**

- (1) When an Agent operating out of a resident agency is on a road trip (overnight travel out of the resident agency), he/she is to advise field office city as to his/her whereabouts if the office cannot be notified in advance by routing slip.
- (2) The SRA is to make monthly spot checks of the availability during working hours of Agents assigned to the resident agency. If an Agent is not available for an appreciable period of time, SRA must obtain an explanation from the Agent.
- (3) Resident Agents should reside within, or a reasonable distance from the metropolitan area of the resident agency city to which they are assigned in order that they may be readily available for emergency duty at any hour of the day or night. The "reasonable distance" is to be at the discretion of the SAC with FBIHQ concurrence.
- (4) Resident Agents are not to depart from their respective territories to such extent that they will not be readily available in case of emergency after hours, on holidays, or on weekends without prior authority of the SRA or the SAC. Such authority is to be obtained by mail under normal circumstances. The use of telephone and facsimile facilities must be held to an absolute minimum and must be fully justified in each instance.

**1-3.12 Supervision by SRA (See MAOP, Part 2, 1-3.4.)**

The SRA is charged with the supervisory responsibilities for the resident agency office, the resident agency city activity, and the activity of Agents assigned to the resident agency when in the territory of that resident agency. (See subparagraph 1-3.11 (4) above.) The SRA is not expected to personally carry out all of the administrative functions listed below, but he/she will be held accountable for their proper execution.

- (1) Knowledge regarding all matters within his/her territory of interest to the FBI
- (2) The proper administration of personnel registers
- (3) The physical condition and maintenance of resident agency space
- (4) Security of resident agency space
- (5) Administrative feature of Bureau automobiles

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- (6) Public relations
- (7) Press relations
- (8) Liaison Responsibilities - All Resident Agents and particularly SRAs will be held accountable for developing and maintaining contacts and relationships with officials in their territories so that FBIHQ may be promptly informed of any criticisms or suggestions which those officials may have to offer regarding FBI, its personnel, or its operations.
- (9) Applicant recruiting
- (10) Reading and clipping of newspapers
- (11) The training of resident agency personnel, closely coordinated with the field office Training Coordinator
- (12) Responsibility for the enforcement of the Bureau's rules and regulations
- (13) Resident agencies with office space shall maintain current administrative folders for identification orders, wanted flyers, and circular letters, and arrange in numerical sequence with the lowest number at the bottom. Do not serialize. The file is to be unnumbered.
- (14) Resident Agents and resident agencies may maintain administrative ticklers.
- (15) Receipts for registered mail sent from a resident agency are to be forwarded to the field office for retention with other registered receipts for one year.

**1-3.13 Supervisory Special Agent GS-14 SRAs**

- (1) GS-14 SRAs have responsibilities and authority commensurate with that of other GS-14 Field Supervisors. Their official title is Supervisory Special Agent - GS-14, but in order to distinguish between this position and the Field Desk Supervisor, as well as SRAs in lesser grades, the designation of Supervisory SRA will be used.
- (2) In addition to the items set out above for all SRAs, the Supervisory SRA position will incorporate the following areas of responsibility and requisite authority:

**1-3.13.1 Personnel Supervision**

The overall production and performance of resident agency personnel will be responsibility of the Supervisory SRA. He/she will, with appropriate input from the Desk Supervisor, prepare the performance ratings of all Special Agents and support and service personnel assigned to the resident agency. The Supervisory SRA will maintain personnel folders on the individuals assigned to the resident agency.

**1-3.13.2 Supervision of Investigations**

The Supervisory SRA representing the SAC and in close cooperation with each Desk Supervisor will have the responsibility of case supervision in his/her territory in the following manner:

- (1) In the absence of the SAC and ASAC he/she will have the authority to assume full charge of major investigations occurring in his/her territory.

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- (2) He/she will assign all cases originating in his/her resident agency territory.
- (3) The resident agency Supervisor will be responsible for ensuring that all investigations in his/her resident agency are conducted promptly and properly.

### **1-3.13.3 Case Reviews (See MAOP, Part 1, 21-7 (6); Part 2, 1-1.4.)**

Whether the 120-day case reviews are to be conducted by headquarters city Supervisors, primary relief supervisor, when approved by SAC, or by a method employing both the Desk Supervisor and the Supervisory SRA, will be left to the discretion of the individual SACs. If they are conducted by the Desk Supervisor, a copy of the review sheet (FD-271) with comments of the Desk Supervisor will be sent to the Supervisory SRA so that he/she might follow the Agent's progress. Regardless of the method used, the Supervisory SRA will maintain his/her copy of the case review sheet (FD-271) in the Agent's personnel folder until the next inspection. The case review method utilized must meet the following minimum conditions:

- (1) Case reviews must be conducted with each Agent at least every 120 days.
- (2) The review must be conducted on a person-to-person basis between a full Supervisory Special Agent (Desk Supervisor or GS-14 SRA), or primary relief supervisor, when approved by SAC, and the case Agent.
- (3) The method to be utilized must be committed to writing, clearly establishing responsibility for each phase of the case review. Obviously, there will be some situations in which responsibility will be jointly shared by the headquarters city Supervisor and the resident agency Supervisor.
- (4) All supervisory personnel must be furnished a copy of the SAC's written policy regarding this important managerial function. Each SAC will be ultimately responsible for making certain that complete and thorough case reviews are conducted with each Agent every 120 days by a Supervisory Special Agent.
- (5) Deleted
- (6) See Part 2, Section 8-1.2.3, of this manual, for instructions concerning 60-day case reviews with probationary Agents.

### **1-3.13.4 Mail Supervision**

- (1) Supervisory SRAs will have the same authority as Desk Supervisors in signing out mail on behalf of the SAC with the limitations set out below. The Supervisory SRA authority will apply to mail completed by resident agency personnel. The exceptions will include all communications in cases of major importance or classifications regarding which the Supervisory SRA has limited knowledge and experience and in cases where he/she has insufficient background information (serials). Communications falling in these categories will be routed through the appropriate Desk Supervisor. Personnel matters, in all instances, will be routed through the SAC.
- (2) In matters where there is an indication the Desk Supervisor or other headquarters city personnel may have an interest in or a need for the information reported in a piece of correspondence, the Supervisory SRA will make certain copies are designated for their attention. The Supervisory

SRA's responsibility in connection with mail signed out in the resident agency will be the same as that a Desk Supervisor has for correspondence signed out in headquarters city.

#### **1-3.13.5 Workload Supervision**

Responsibility for assuring an equitable distribution of work in the resident agency will rest with the Supervisory SRA. Where necessary for uniformity of work assignments, the Supervisory SRA has the authority to reassign cases and other matters.

#### **1-3.13.6 Career Development**

The Supervisory SRA will be given the same consideration for career selection and development as extended to other GS-14 Field Supervisors. The Alternate SRAs (ASRAs) in these large resident agencies will be Relief Supervisor trained. Relief supervisory positions in these and even the smaller resident agencies will not be limited to ASRA. Under the Supervisory SRA, the ASRA function would be similar to the principal relief on a headquarters city desk. Except for the very large resident agencies, the Supervisory SRA can and should also carry a caseload. The amount and type of cases to be personally handled by the Supervisory SRA is left to the discretion of the individual SAC.

### **1-4 SUPERVISORY DESKS IN FIELD OFFICES**

In requesting additional supervisory desks, SAC should be cognizant of fiscal constraints and aware of the fact that for every additional supervisor created, a street Agent is removed. The following factors are considered in evaluating whether to create or retain a supervisory desk in a field office:

- (1) Ratio of desks presently in operation in relation to number of Agents in the office;
- (2) Whether the perceived need for an additional supervisor is based upon long-term (years) or short-term (months) factors;
- (3) Number of Agents to be assigned to the proposed new squad, whether there will be an increase in the Agent and support personnel office complement, and what the creation of the requested squad will do to existing squad complements;
- (4) Number of Resident Agents in the office who contribute to supervisory workload for the desk supervisor, eliminating from computation Resident Agents assigned to Supervisory Senior Resident Agents;
- (5) Nature of work on squad (complicated target cases or routine reactive investigations);
- (6) "Workload" as opposed to "caseload," and is there any meaningful trend toward relatively permanent increase or decrease;
- (7) Deleted
- (8) Whether present supervisors perform an excessive amount of noninvestigative or lower level responsibilities, e.g., an SAC, ASAC, or Agent supervisor involved in administrative duties capable of relegation to subordinate or support personnel;



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- (9) Whether the work requires regular "on-the-street" supervision and involvement of a supervisor in conferences with United States Attorney's Strike Force, or other federal agencies and, if so, with what frequency;
- (10) Whether TURK, MARs, and accomplishment figures (all components of our Resource Management Information System) support the recommended new desk;
- (11) Demographic factors;
- (12) Whether the most recent inspection report recommended an additional desk and, if not, what intervening factors point to a current necessity;
- (13) Whether existing squads can handle current and anticipated investigative responsibilities to preclude formation of new squad;
- (14) Whether results achieved, to date, have been adversely affected by lack of adequate Agent supervision;
- (15) The precise manner, definitively stated in which field executives would utilize the additional time made available to them by the creation of an additional supervisory position.

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